- MemoryCall® states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
  - "1" — Listen to Reminder message.
  - "2" — Skip to next Reminder (if more than one scheduled).
  - "3" — Cancel/Delete Reminder.
  - "*" — Exit Reminder feature.
- "*" — To exit Reminder feature.

6.5.5.6 To Listen to a Reminder Message:

MemoryCall® will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® will not call the customer if his/her telephone number does not match the mailbox number (e.g., non-integrated service with a Surrogate Client Number). Instead, messages will be automatically saved in the customer's mailbox.

6.5.5.7 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® session. MemoryCall® will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

6.5.6 ECC Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on an ECC platform. Other options may be available. Refer to detailed instructions in this section for additional information.
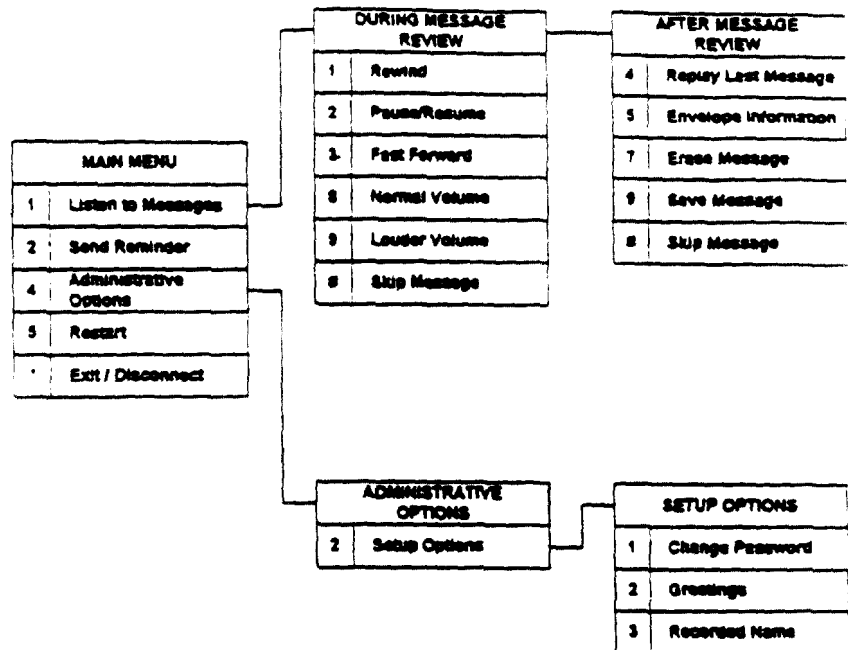
RESTRICTED
Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes
And Only By Authorized Individuals.

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Figure 12   ECC MAS Menus

6.5.6.1   When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. The following instructions apply when callers leave a message in the customer's mailbox.

During the greeting the caller can press:

- "#" to skip the greeting and begin recording.
- No other options are available.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options inclu
   - "1" — If The Caller Is Satisfied With His/Her Message. Selecting "1" offe the caller the following delivery options:
      - Press "1" for NORMAL DELIVERY

- Press "2" for URGENT DELIVERY
- "2" — Listen To The Message.
- "3" — To Erase And Re-Record The Message.
- "4" — To Continue Recording Where The Caller Left Off.
- "*" — To Cancel and Re-Record The Message.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

6.5.6.2   To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answering Service mailboxes on ECC platforms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1."
3. Hear Telephone Number Of Caller And Date And Time When Message Recorded.
4. During Message Review Press:
   - "1" — REWIND the current message back 8 seconds
   - "1-1" — Go to BEGINNING of current message
   - "2" — PAUSE/RESUME message review
   - "3" — FAST FORWARD 8 seconds through the message
   - "3-3" — Go to END of current message
   - "7-7" — ERASE AND SKIP to the next message
   - "8" — Return to NORMAL VOLUME
   - "9" — INCREASE VOLUME (LOUDER) during message playback
   - "#" — SKIP the current message
   - "*" — CANCEL message review and return to Main Menu
5. After Message Review Press:
   - "7" — ERASE message just heard
   - "9" — SAVE message just heard
   - "0" — Hear MORE OPTIONS. Those options are:
     - "4" to REPLAY last message
     - "5" to obtain DATE/TIME INFORMATION
     - "#" — SKIP to the next message
   - "*" — CANCEL message review and return to Main Menu

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Contains Private And/Or Proprietary Information.
May Only Be Used For Authorized BellSouth Business Purposes

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Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "5" at the Main Menu to restart the MemoryCall® session will end the current session and delete all erased messages. Restart does not undelete messages.

6.5.6.3 To Change A Password:

MemoryCall® Answering Service customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. ECC passwords can be from 4 to 7 digits in length. Use the following steps to change a password for a MAS mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.
3. Press "2" For SETUP OPTIONS.
4. Press "1" For PASSWORD.
5. Follow Prompts To Enter New Password.

> **WARNING**
>
> Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The customer must contact BellSouth's Service Center to place an order for this purpose. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost.

6.5.6.4 To Change A Greeting or Recorded Name:

MemoryCall® Answering Service customers can record their own personal greeting at any time. A standard personal greeting is provided by the system if no unique personal greeting is recorded or the customer deletes his/her unique personal greeting. The standard personal greeting is *"You've reached a MemoryCall® mailbox. At the tone, please record your message for [Recorded Name]"*. If no Recorded Name exists, the system substitutes the mailbox number for the user's name. The Recorded Name is also heard by the customer when accessing his/her mailbox prior to the password prompt.

To record a personal greeting:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.

3. Press "2" For SETUP OPTIONS.

4. Press "2" For GREETINGS. Use The Following Keys To Control The Personal Greeting:
   - "#" — Save existing greeting.
   - "*" — Re-record greeting.
   - "1" — Replay greeting.
   - "3" — Delete greeting.

To change a recorded name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For ADMINISTRATIVE OPTIONS.
3. Press "2" For SETUP OPTIONS.
4. Press "3" For NAME. Use The Following Keys To Control The Recorded Name:
   - "#" — Save existing name.
   - "*" — Re-record name.
   - "1" — Replay name.
   - "3" — Delete name.

6.5.6.5 To Send (Create) a Reminder Message:

MemoryCall® Answering Service customers served from an ECC platform are allowed to record, schedule and send themselves a reminder message up to a year later. MemoryCall® service will call the customer's phone number and play back the message to the customer at the date and time scheduled.

WARNING

Current ECC software does not permit users to delete or cancel reminder messages. Once a reminder message is created and sent, the reminder cannot be undone or deleted unless the user contacts BellSouth and has his/her mailbox -re-established (similar to a lost password).

To create/schedule a Reminder message, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For SEND.
3. Record Message Then Press "#".
4. Follow Prompts To Schedule Time: Enter time followed by "1" for AM or "2" for PM. (e.g., 5:00 PM, enter 5002).

5. Follow Prompts To Schedule Delivery Date: Enter "#" for current day or MMDD (e.g., March 15, enter 0315).

6. Press "#" To Send Reminder Or "*" To Cancel.

6.5.6.6   To Listen to a Reminder Message:

MemoryCall® Answering Service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A series of scheduled attempts to contact the customer at his/her main number will be made during a seven hour period. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

6.5.6.7   Miscellaneous Keys:

- Press "5" to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "9" to RETURN TO MAIN MENU except during message review.
- Press "0" at any time for HELP or additional assistance.
- Press "0-0" for Helpful Hints.
- Press "0-0-0" to replay the mailbox tutorial.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

7. MemoryCall® Answering Service Personal/Extension Mailbox

7.1 Mailbox Description

MemoryCall®'s Personal Mailboxes (Consumer) and Extension Mailboxes (Small Business) are designed for customers who have a single telephone number but more than one potential user. These mailboxes offer the same features as MemoryCall® Answering Service (MAS) including telephone answering and message recording. Incoming calls can be answered when the called party is on the telephone or unable to answer the phone.

Main Mailbox   Sub-Mailboxes
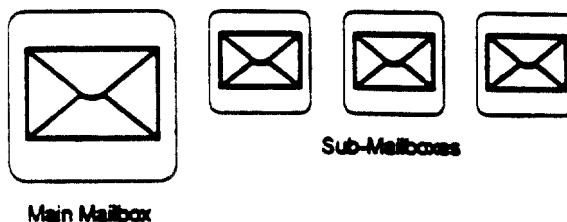
However, unlike MAS, each Personal or Extension Mailbox can be partitioned into four different mailboxes: a main mailbox and up to three sub-mailboxes. The main mailbox and each sub-mailbox can have their own unique greeting recorded in the customer's own voice. Each sub-mailbox has its own password allowing privacy of messages between parties shar the Personal or Extension Mailbox.

7.1.1 Greetings and Leaving Messages

Greetings become very important with Personal or Extension mailboxes. When callers reach a Personal or Extension mailbox, the first greeting they hear is the personal greeting recorded by the main mailbox holder. Callers must be told in this main greeting about the existence of any sub-mailboxes. A sample greeting recorded in the main mailbox might sound as follows:

Example: *Hi, this is John Smith and you've reached the Smith household's MemoryCall® family mailbox. If you wish to leave a message for Bobby, press 1 now. Press 2 for Karen. If you would like to leave a message for myself or Jane, please stay on the line and record your message at the beep. Thank you.*

No action is required by the caller to leave a message in the main mailbox. A "beep" is heard after the main greeting is played to prompt callers to record a message. It's a good idea to tell callers stay on the line in order to leave a greeting in the main mailbox.

In the previous example, callers pressing 1 or 2 would go on to hear the personal greeting recorded by Bobby or Karen before leaving a message. A third menu choice could have been added if the Smith's had another child or as a separate mailbox for Jane.

7.1.2   Message Distribution

Each mailbox can have up to 40 total messages shared between the main and any active
sub-mailboxes. However, messages are distributed among these partitioned mailboxes
differently depending on the platform serving the customer. If customers call about an inability
to leave messages, the reason may be due to message distribution as listed below:

- **For BTI Platforms** — Up to 40 messages are stored in the main or any active
  sub-mailboxes on a first come first serve basis. As a result, a single user can tie up a
  Personal/Extension Mailbox's message capacity for other parties. For example, if the
  main mailbox received 20 messages during the day and already had 10 messages
  saved (total of 30 messages), only 10 more messages could be recorded between the
  three sub-mailboxes. Archiving messages in BTI platforms reduces the total number
  of new messages that can be saved for all users of the Personal or Extension Mailbox.

- **For Octel and ECC** — Each mailbox is allowed a maximum of 10 new and saved
  messages. After the tenth message, the caller is notified that the user's mailbox is
  full. This occurs even if no other messages have been saved or recorded in the other
  sub-mailboxes or the main mailbox. Customers are not allowed to re-apportion
  messages between mailboxes. Therefore, a customer who only uses the main and
  two sub-mailboxes can only have 30 saved or recorded messages — 10 in each
  mailbox. The remaining 10 messages permitted for the last sub-mailbox will go
  unused until the third (last) sub-mailbox is activated.

7.1.3   Passwords

Separate passwords should be assigned to the main mailbox and each sub-mailbox by the
customer. These passwords are designed to protect the privacy of messages left for each
mailbox user. Customers should be encouraged to write down passwords and store them in a
safe place. Lost passwords will result in lost messages as follows:

- **Octel & BTI — If User Looses Sub-Mailbox Password...** The main mailbox
  holder must delete the sub-mailbox and rebuild it. A new temporary password and
  greeting must be created. All messages and the personal greeting associated with the
  sub-mailbox are lost.

- **Octel & BTI — If Customer Looses Main Mailbox Password...**The Personal or
  Extension Mailbox must be re-established by BellSouth. The customer must contact
  BellSouth's Service Center to place an order for this purpose. When a mailbox is
  re-established, the main mailbox and all sub-mailboxes are deleted. All messages,
  greetings and passwords for the main mailbox and all sub-mailboxes are also lost.
  The customer must recreate all sub-mailboxes after re-initializing his/her main
  mailbox.

- **ECC — If Main Or Sub-Mailbox Passwords Are Lost...**The customer cannot
  delete and re-establish a single sub-mailbox on ECC. Nor can BellSouth re-establish a
  single sub-mailbox. As a result, the entire Personal or Extension Mailbox must be
  re-established by BellSouth whenever any of the four users looses his/her password.
  The customer must contact BellSouth's Service Center to place an order for this

purpose. When a mailbox is re-established, the main mailbox and all sub-mailboxes are deleted. All messages, greetings and passwords for the main mailbox and all sub-mailboxes are also lost. The customer must recreate all sub-mailboxes after re-initializing his/her main mailbox.

7.1.4 Message Waiting Indication

Personal and Extension Mailboxes can activate stutter dial tone if the customer has Message Waiting Indication on his/her telephone line. When the customer picks up the telephone receiver, he/she is notified of a new message via this stutter dial tone.

> ### WARNING
>
> **Message Waiting Indication does not identify which main or sub-mailbox received the new message. As a result a user hearing stutter dial tone on the line may not have any messages in his/her sub-mailbox. The message was left in the main or some other sub-mailbox. Retrieving messages from either the main or sub-mailboxes will turn off Message Waiting Indication. A single user retrieving messages will turn off stutter dial tone even though new messages remain in the main or other sub-mailboxes.**

7.2 Feature Descriptions

The following features are included with most Personal or Extension Mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service platform (e.g., Octel, BTI or ECC).

- **Telephone Answering** — Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.

- **Sub/Extension Mailboxes** — A mailbox can be partitioned into one main mailbox and up to three sub-mailboxes, each with its own greeting and password.

- **Personalized Greeting** — Customers can record a personal or company greeting which is heard each time a caller reaches a main or sub-mailbox. The greeting can be changed at any time by the customer or sub-mailbox user. Callers can skip over this greeting if they wish.

- **Message Recording** — Allows a caller to leave a message in his/her own voice for the customer.

- **Caller Prompting (Octel and ECC)** — At the end of a greeting, the caller can be prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message or cancel the message entirely. Prompting

is not automatic and the caller must be told that options exist by the customer in his/her greeting.

- **Caller Specified Urgent Delivery (ECC only)** — During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages no marked urgent are reviewed in the order in which they were recorded.

- **Message Review and Retrieval** — Allows the customer and sub-mailbox users to retrieve and review voice mail and telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:

  - *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed (Octel only) of message playback.

  - *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.

  - *Skip* - The customer my skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.

  - *Cancel* - The customer may cancel message review at any time while listening to messages. Any message not completely reviewed will remain as a "new" message.

  - *Replay* - At the end of a message, the customer can replay that message in its entirety.

  - *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can I reviewed and deleted or re-saved anytime during the archive period.

- **Password Security** — Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish. A separate password is required for a main mailbox and each sub-mailbox.

- **Message Waiting Indication (optional feature)** — Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone when messages have been left in the customer's mailbox. Stutter dial tone is turne off after the customer listens to all new messages in his/her mailbox.

- **Reminder Feature (BTI and ECC)** — Helps customers remember special events appointments. Customers can program MemoryCall® to contact them with a self-recorded message at a specific date and time in the future. At the time specifi MemoryCall® dials the customer's telephone number and plays the special message the answering party. If no one is available to answer the call, the message is plac in the customer's mailbox for retrieval later.

- **Easy Access (BTI and ECC)** — Simplifies message retrieval. Customers who ca remember the MemoryCall® access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The custome call forwards to MemoryCall® service and the personal greeting is heard. To ente

the mailbox, the customer just presses "*" during the personal greeting and enters his/her password.

- **AutoSave (ECC only)** — If a customer skips over a message, it is automatically archived or saved for review at a later date. Messages heard using the AutoPlay feature are also saved right away by ECC. In the Octel or BTI, a customer must listen to an entire message and press "9" or "2" respectively to save the message.

- **AutoPlay (ECC only)** — Speeds up message retrieval. Customers press "1 - 1" at the main menu to use this feature. The ECC then plays through all new messages without stopping. AutoPlay messages are automatically saved for later review or deletion by the customer. At home or the office, a speakerphone can be used to listen to messages.

- **Extended Help (ECC only)** — Customers can get additional help and tips when accessing their mailboxes. Customers can dial "0-0" to hear helpful tips or "0-0-0" to replay the initial tutorial.

7.3   Features not available with Personal or Extension Mailboxes

The following features are not available with Personal or Extension mailbox offerings. The customer must change to a MAS+, Deluxe Voice Messaging, or some other mailbox to receive these benefits.

- Extended Absence Greeting;
- Dial "0" For Operator (aka., Return to Attendant);
- Pager/Outcall Notification (aka., Special Delivery);
- Guest and Home Mailboxes;
- Control of Message Waiting Indication; and
- Voice Mail/Messaging Capabilities Including:
    - Delivery Options,
    - Future Delivery,
    - Group Distribution Lists, and
    - REPLY and SEND COPY During Message Review/Retrieval.

7.4   Feature Summary Chart

The following chart compares features and menu choices for Personal or Extension Mailboxes based on the vendor platform serving the customer.

Table C   Personal or Extension Mailbox Feature Matrix

FEATURE	OCTEL	BTI	ECC
Telephone Answering	YES	YES	YES
Voice Mail/Messaging	NO	NO	NO
Personal Greeting	YES	YES	YES
Extended Absence Greeting	NO	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds	2 Minutes
Max. Number of Messages	40 Messages (10 Per Mailbox)	40 Messages (First Come First Serve)	40 Messages (10 Per Mailbox)
Max. Message Length	2 Minutes	2 Minutes	2 Minutes
Caller Prompting	YES (not automatic)	NO	YES (not automatic)
Caller Specified Urgent or Private	Urgent	NO	Urgent
Retention of New Messages	14 Days	14 Days	14 Days
Retention of Saved Messages	7 Days	7 Days	7 Days
Digits in Password	5 to 15 Digits	5 to 10 Digits	4 to 7 Digits
Temporary Password Required for Initialization	YES	YES	NO
Sub/Extension Mailboxes	YES	YES	YES
Home/Guest Mailboxes	NO	NO	NO
Outcall/Pager Notification	NO	NO	NO
Future Delivery	NO	NO	NO
Group Distribution Lists	NO	NO	NO
Dial "0" for Operator	NO	NO	NO
Prompt Level Control	YES (3 levels)	NO (1 Level)	NO (1 Level)
Message Waiting Control	NO	NO	NO
Speed Control During Message Review	YES	NO	NO
Volume Control During Message Review	YES	NO	YES
Reminder Feature	NO	YES	YES
Easy Access	NO	YES	YES
AutoSave	NO	NO	YES
AutoPlay	NO	NO	YES

- continued -

Table C Personal or Extension Mailbox Feature Matrix (continued)

7.5   Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Personal or Extension Mailbox and performing various administrative activities. Operating instructions for Octel, BTI and ECC platforms may vary. Be sure you know which vendor platform serves the customer when answering questions or discussing a trouble report.

7.5.1   Accessing A MemoryCall® Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® mailbox.

To begin with, the user must dial the MemoryCall® access number. This number is different from a mailbox number. The MemoryCall® access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® platform. The MemoryCall® access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and

- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

7.5.1.1   Calling From A Line Equipped With a Mailbox:

```
+-----------------------------------------------------+
|                     WARNING                         |
|                                                     |
|                                                     |
|  Customers whose mailbox number and telephone number|
|  do not match should follow the instructions in the |
|  next section.  This includes customers with        |
|  non-integrated service (e.g., using a Surrogate     |
|  Client Number).                                    |
+-----------------------------------------------------+
```

When a customers calls in for messages, MemoryCall® looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® assumes the caller is a customer and speaks the recorded name for the main mailbox. For Octel and BTI platforms, MemoryCall® then prompts the caller for a password. Customers served from an ECC platform are asked to enter a sub-mailbox digit or "0" for the main mailbox before being asked to enter a password. Use the following steps to access MemoryCall® when calling from a telephone line equipped with a mailbox (e.g., from home or office):

To Access A Mailbox On Octel Or BTI:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Main Mailbox Recorded Name.
3. At The Prompt, Enter The Main Or Sub-Mailbox Password.
4. Listen To Sub-Mailbox Name *(Octel Sub-Mailboxes Only)..*
5. Listen To The Main Menu.

To Access A Mailbox On ECC:

1. Dial The MemoryCall® Service Access Number.
2. Listen To Number Of Messages In Each Sub-Mailbox.
3. At The Prompt, Enter Sub-Mailbox Digit Or "0" For The Main Mailbox.
4. At The Prompt, Enter The Main Or Sub-Mailbox Password.
5. Listen To The Main Menu.

> ## WARNING
>
> **Customers who block delivery of their number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® access number will not hear their recorded name. Instead, these customers will hear the standard system greeting and must follow instructions in the next section — *Calling From A Line Not Equipped With a Mailbox.***

7.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear the recorded name for the main mailbox. Instead, these customers hear the standard system greeting. To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their main mailbox number.

MemoryCall® speaks the recorded name for the main mailbox after a number has been entered and then asks for a password (BTI and Octel) or a mailbox digit (ECC). The following steps apply to Personal or Extension Mailbox customers when calling from a telephone line not equipped with a mailbox or to non-integrated users:

To Access A Mailbox On Octel Or BTI:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.

3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Main Mailbox Recorded Name.
6. At The Prompt, Enter The Main Or Sub-Mailbox Password.
7. Listen To Sub-Mailbox Name *(Octel Sub-Mailboxes Only)*..
8. Listen To The Main Menu.

To Access A Mailbox On ECC:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To Number Of Messages In Each Sub-Mailbox.
6. At The Prompt, Enter Sub-Mailbox Digit Or "0" For The Main Mailbox.
7. At The Prompt, Enter The Main Or Sub-Mailbox Password.
8. Listen To The Main Menu.

7.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by an ECC or BTI platform, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall®, the customer can press the "*" key during the personal greeting to be prompted for a password (BTI) or sub-mailbox digit (ECC). Customers must have their line forwarded to MemoryCall® for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

This access method also works for non-integrated customers who choose to call the Surrogate Client Number associated with their mailbox. The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

To Access A Mailbox On BTI:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards To MemoryCall®.
3. Listen To Personal Greeting.
4. Press "*" During Greeting.
5. Listen To The Main Mailbox Recorded Name.
6. At The Prompt, Enter The Main Or Sub-Mailbox Password.
7. Listen To The Main Menu.

To Access A Mailbox On ECC:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards To MemoryCall®.
3. Listen To Personal Greeting.
4. Press "*" During Greeting.
5. Listen To Number Of Messages In Each Sub-Mailbox.
6. At The Prompt, Enter Sub-Mailbox Digit Or "0" For The Main Mailbox.
7. At The Prompt, Enter The Main Or Sub-Mailbox Password.
8. Listen To The Main Menu.

7.5.2   Initializing Main and Sub-Mailboxes:

As with other MemoryCall® mailboxes, the Personal or Extension Mailbox customer must initialize his/her main mailbox once it is established by BellSouth. The customer sets up a permanent password and records a personal greeting for the main mailbox during this initialization process. Once the main mailbox has been setup, callers will here the personal greeting and can leave a message in the main mailbox.

To initialize a main mailbox, customers must follow instructions provided with their customer education material. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Access Number From The Line Equipped With The Mailbox.
2. For ECC Platforms, Enter "0" At The Prompt To Access The Main Mailbox.
3. Enter The Temporary Password For The Mailbox.
4. Enter A New Permanent Password.
5. Record A Name For The Mailbox.
6. Record A Personal Greeting.
7. Listen To The Tutorial On Mailbox Operation.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

Note: Customers served by ECC platforms do not need a temporary password to initialize their mailbox. These customers merely dial the access number to set up their mailboxes. The mailbox tutorial and initialization process starts automatically the first time the customer makes a direct call to MemoryCall® service. During initialization, customers must establish a permanent password for use going forward. After the mailbox is set up, a password will always be required before listening to messages or changing greetings.

Sub-mailbox establishment and initialization varies by platform:

- **Octel and BTI Platforms** — Sub-mailboxes are not automatically built when BellSouth initially programs the customer's Personal or Business Extension Mailbox. The customer or main mailbox holder must add each sub-mailbox individually. The actual number of sub-mailboxes active at any one time – either 1, 2, 3 or none – is up to the customer. The customer is free to add or delete sub-mailboxes as needed.

- **ECC** — Sub-mailboxes are created automatically at the time the customer's service is installed. Four separate mailboxes are built by BellSouth, each capable of storing up to 10 messages. Mailboxes are identified by an additional digit – 0, 1, 2, and 3. The "0" digit is used to identify the main mailbox associated with the service. Customers have no control over creation or deletion of individual mailboxes.

Before using MemoryCall® service, each sub-mailbox user should initialize his/her mailbox. In the case of BTI and Octel platforms, a temporary password, name and greeting are created by the main mailbox holder. The sub-mailbox user can change these attributes during sub-mailbox initialization. For customer's served by ECC, no greeting or recorded name is provided prior to mailbox initialization.

7.5.3   Main Menu Choices

The following chart compares the main menu choices for Personal and Business Extension mailboxes based on the vendor platform serving the customer.

Table D   Personal/Extension Mailbox Main Menu

NUMBER ENTERED:	OCTEL	BTI	ECC
"1"	Listen to Messages	Listen to Messages	Listen to Messages
"2"	N/A	N/A	Send (Reminder Feature)
"3"	N/A	Reminder Feature	N/A
"4"	Personal Options	N/A	Administrative Options
"5"	Restart	N/A	Restart
"6"	N/A	N/A	N/A
"7"	N/A	Restart	N/A
"8"	N/A	List Mailboxes w/ Messages	N/A
"9"	N/A	User Options	N/A
"0"	Message Inventory	Play Help Script	Play Help Script
"*"	Exit/Disconnect	Exit/Disconnect	Exit/Disconnect

- continued -

Table D   Personal/Extension Mailbox Main Menu (continued)

"1-1"	Listen to Unheard Messages	N/A	AutoPlay
"0-0"	N/A	N/A	Helpful Hints
"0-0-0"	N/A	N/A	Replay Full Tutorial

7.5.4 OCTEL Mailbox Operating Instructions

Note: UNLESS OTHERWISE NOTED, THE INSTRUCTIONS IN THIS SECTION APPLY TO USER OPERATION OF BOTH MAIN AND SUB-MAILBOXES.

The following chart shows the most frequently used menu choices for a Personal or Business Extension mailbox on an Octel platform. Other options may be available. Refer to detailed instructions in this section for additional information.
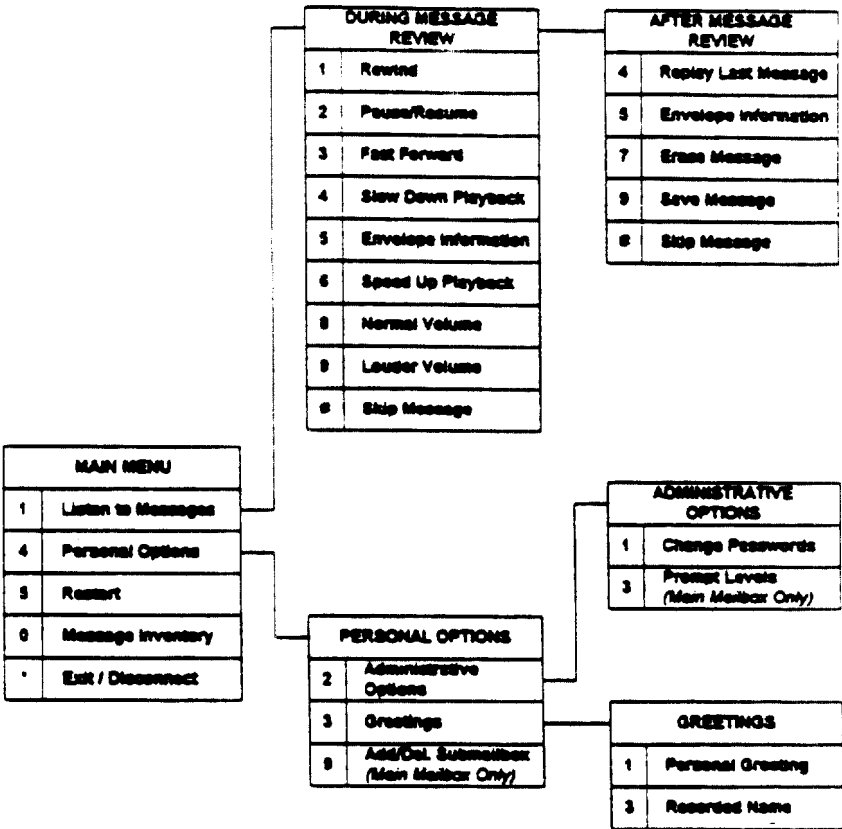

Figure 13 Octel Personal/Extension Mailbox Menus

7.5.4.1 When Callers Record a Message:

Callers can record a message after reaching the appropriate user's mailbox and hearing the user's personal greeting. The following instructions apply to when callers leave a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include
    - "1" — If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
        - Press "1" for NORMAL delivery
        - Press "2" for URGENT delivery
    - "2" — Listen to the message.
    - "3" — To erase and re-record the message.
    - "4" — To continue recording where the caller left off.
    - "*" — Cancel message and return to standard system greeting.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

7.5.4.2   To Hear Which Mailboxes Have Messages:

Main mailbox and sub-mailbox users can determine the number of new and saved messages in one another's mailboxes. This message inventory is obtained by pressing "0" at the Main Menu for either mailbox type. The inventory lists the number of messages but does not allow users to hear actual message content or identify the date, time, or sender of a message. To obtain a message inventory:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "0" For MESSAGE INVENTORY.
3. Listen To The Number Of New And Saved Messages In The Main And Each sub-mailbox.

7.5.4.3   To Listen to Messages:

Customers can call into MemoryCall® from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for Personal and Extension Mailboxes on Octel platforms:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "1".

3. Hear Date And Time When Message Recorded Or Last Saved.

4. During Message Review Press:

   - "1" — REWIND the current message back 10 seconds
   - "1-1" — Go to BEGINNING of current message
   - "2" — PAUSE/RESUME message review
   - "3" — FAST FORWARD 10 seconds through the message
   - "3-3" — Go to END of current message
   - "4" — SLOW DOWN message playback
   - "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
   - "6" — SPEED UP message playback
   - "7-7" — ERASE AND SKIP to the next message
   - "8" — Return to NORMAL VOLUME
   - "9" — LOUDER VOLUME during message playback
   - "#" — SKIP the current message
   - "#-#" — SKIP TO SAVED messages
   - "*" — CANCEL message review and return to Main Menu

5. After Message Review Press:

   - "4" — REPLAY last message
   - "5" — ENVELOPE INFORMATION: message date (recorded or last saved), time and length
   - "7" — ERASE message just heard
   - "9" — SAVE message just heard
   - "#" — SKIP to the next message
   - "*" — CANCEL message review and return to Main Menu

Note: Once deleted messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® session does not undelete messages.

7.5.4.4   To Add or Delete A Sub-Mailbox *(main mailbox only)*:

A temporary password, name and greeting must be created for each sub-mailbox activated. This information should be given to the sub-mailbox user. The sub-mailbox user can then call the MemoryCall® access number, enter the temporary password, and make changes to the greeting or establish a new permanent password.

sub-mailboxes can only be deleted by the main mailbox holder. However, care should be taken when deleting sub-mailboxes. **All messages in a sub-mailbox are erased and cannot be retrieved if the sub-mailbox containing those messages is deleted by the customer.**

Use the following instructions to add or delete a sub-mailbox when service is provisioned from an Octel platform:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "9" to ADD/DELETE SUB-MAILBOXES.
4. At The Prompt, Enter The Sub-Mailbox To Be Added/Deleted (e.g., 1, 2, or 3).
   - If the mailbox already exists, MemoryCall® will ask if the mailbox should be deleted.
   - If the mailbox does not exist, MemoryCall® will create the sub-mailbox as follows:
     - Listen to four-digit Temporary Password provided by system.
       - Press "1" to keep password.
       - Press "2" to change to another password.
       - Final Temporary Password repeated by MemoryCall®. Customer should write this down and give to sub-mailbox user.
     - Record temporary name for sub-mailbox then press "#".
     - Select type of temporary personal greeting.
       - Press "1" to use a standard personal greeting.
       - Press "2" to record a temporary personal greeting.
     - Sub-mailbox created. The user is provided the following options:
       - "1" — Re-record main mailbox personal greeting now.
       - "2" — Add/Delete another sub-mailbox.
       - "*" — Exit and return to Personal Options menu.

7.5.4.5 · To Change A Password:

Personal or Extension Mailbox customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Passwords are also used to uniquely identify the main and sub-mailboxes associated with a given telephone number. Therefore, customers must enter different passwords for the main and each sub-mailbox when service is provided from an Octel platform.

Octel passwords can be from 5 to 15 digits in length. Use the following steps to change a password for a Personal or Extension main or sub-mailbox:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "4" For PERSONAL OPTIONS.

3. Press "2" For ADMINISTRATIVE OPTIONS.

4. Press "1" For PASSWORD.

5. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords can result in lost messages. See "Passwords" section at the beginning of this chapter for more details.

7.5.4.6   To Change Prompt Levels *(main mailbox only):*

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "4" For PERSONAL OPTIONS.

3. Press "2" For ADMINISTRATIVE OPTIONS.

4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:

   • "1" — STANDARD prompts;

   • "2" — EXTENDED prompts; or

   • "3" — RAPID prompts.

Note: Setting prompt levels in the main mailbox also sets the prompt level for each sub-mailbox user. Prompt levels cannot be controlled by individual sub-mailboxes.

7.5.4.7   To Change A Greeting or Recorded Name:

Personal or Extension Mailbox customers can record their own personal greeting at any time. Customers served by an Octel have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"You have reached [Main Mailbox Name]. If you want [Sub-Mailbox 1 Name] press 1. If you want [Sub-Mailbox 2 Name] press 2. If you want [Sub-Mailbox 3 Name] press 3. If you want [Main Mailbox Name] just wait for the tone. Beep."* To change a greeting or recorded name:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "4" For PERSONAL OPTIONS.

3. Press "3" For GREETINGS. Then Enter One Of The Following:

    - "1" — PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:

        - Press "1" to use the standard personal greeting or

        - Press "2" to record a personal greeting.

    - "3" — NAME

4. Follow Prompts To Record And Save The New Greeting Or Name.

7.5.4.8   Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® session. The standard system greeting is heard asking the user to enter a mailbox number.

- Press "0" for HELP or additional assistance. Cannot be used from Main Menu where "0" starts Message Inventory.

- Press "*" at any time to CANCEL a command or EXIT a menu.

- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

7.5.5   BTI Mailbox Operating Instructions

Note: UNLESS OTHERWISE NOTED, THE INSTRUCTIONS IN THIS SECTION
APPLY TO USER OPERATION OF BOTH MAIN AND SUB-MAILBOXES.

The following chart shows the most frequently used menu choices for a Personal or Extension Mailbox on a BTI platform. Other options may be available. Refer to detailed instructions in this section for additional information.
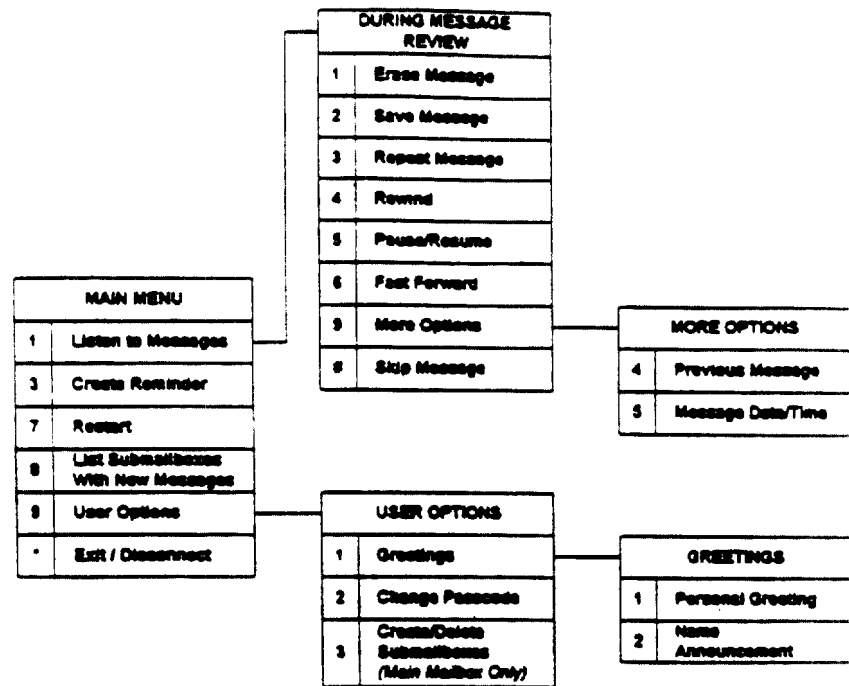
Figure 14   BTI Personal/Extension Mailbox Menus

7.5.5.1 When Callers Record a Message:

Callers can record a message after reaching the appropriate user's mailbox and hearing the user's personal greeting. The caller can press "#" to skip the greeting and begin recording. After a message is recorded, the caller can either hang up or press "#" to save their message and disconnect. No other caller options are available with Personal or Extension Mailboxes on a BTI platform.

7.5.5.2 To Hear Which Mailboxes Have Messages:

Main mailbox and sub-mailbox users can determine the number of new messages in one another's mailboxes. This message count is obtained by pressing "8" at the Main Menu. The message count lists the number of new messages but does not allow users to hear actual message content or identify the date, time, or sender of the message. To obtain a new message count for other users of the same Personal/Extension mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "8".
3. Listen To The Number Of New Messages In Other Mailboxes.